



# **FACTSHEET**

## **COURSE OBJECTIVES**

[www.bostonconnect.school](http://www.bostonconnect.school)

# Introduction to computers

**Duration: 24 hours**



Before stating any new business venture, it is important to understand the basics of computers. And how to get the best out of the machine. The introduction course will examine the basics of organising your files, folders and documents, undertaking regular maintenance on a computer, using various applications on a computer and getting the most out of multimedia.

# Microsoft Word

**Duration: 24 hours**



Any communication skill needs to start off with understanding how to perform some basic word processing. Word processors are the most common applications installed on computers. Microsoft Word can be used both on the pc or via the internet. In this course the basics of working with documents, document formatting, organizing content, enhancing the document with the use of styles, headers and footers, the structure of tables and merged documents.

## Microsoft Excel

Duration: 24 hours



A spreadsheet is an array of rows and columns organized in such a way so as to store numbers, text and symbols. Information in a spreadsheet can be organized, formatted, calculations performed and values sorted. This course covers the basics of Microsoft Excel, cell and number formatting, formulas, various functions, charting, columns and row actions.

## Microsoft Excel Advanced

Duration: 24 hours



The basics of Microsoft Excel are expanded on. The benefit of knowing Microsoft Excel is time saving, enhanced knowledge, efficiency, productivity and management skills. To achieve these goals the module covers data validation, use of templates, macros, lookup functions, spreadsheet auditing, lists and pivot tables.

## Microsoft PowerPoint

Duration: 18 hours



In any business it is important to be able to deliver a message to client with clarity, ensuring people understand the message or opinion being represented. In order to present a successful presentation, preparation is key. Microsoft PowerPoint allows the creation of important information, charts and images. The module includes creating a presentation, updating and changing presentations, text, shape and object manipulation, using speaker notes, printing presentations, and using different slide show properties.

## Microsoft Access

Duration: 24 hours



Microsoft Access is a relational database management system. Unlike its larger cousins, Microsoft Access includes a Graphical User Interface to make user interaction a great deal more flexible. Databases are used for reference, reporting and analysis. In Microsoft Access, once the basics of databases is complete the user moves onto creation and designing databases, different fields available, queries and reporting.



## Big Data

Duration: 3 days



The world is constantly under change and we are bombarded by massive amounts of data. Data needs to be utilised in such a way that it produces usable information. Data, whether it be structured, unstructured or semi structured must be able to be mined appropriately. The module will create an understanding of the different types of data, data storage, data warehousing and data management.

## Project Management

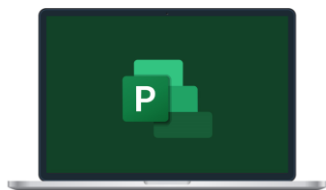
Duration: 10 days



When working in any organisation it is important to be able to plan the ability to achieve a specific goal. Almost every task undertaken in business is a project. In project management, planning, analysis, scheduling, execution and finishing off are important skills to be able to use. The course will examine the basic characteristics and frameworks of projects, the project lifecycle, risk management activities, scheduling, resource management, documentation management and project governance.

## Microsoft Project

Duration 24 hours



Now that the student has an understanding of project management, the student will learn how to use one of the most prolific project management tools. The programme will cover everything from starting a project, using calendars, managing both resources and tasks.

## Cash flow and budgeting

Duration 5 days



In any commercial environment it is important to know what it means when cash comes into or out of the company or business unit. Tie this into an understanding of what was expected to come in or out is critical to knowing if a project or company has the ability to succeed. In this module defining the various budgets and cash flows, preparing a budget and a cash flow, understanding how the budgets are used, following employee performance and understanding the importance of cash flows.

# Commercial Negotiation

Duration 5 days



Understanding negotiation and the processes around a successful deal is a business skill that needs to be enhanced. The module encompasses understanding techniques such as active listening, slowing down the negotiation process, tactical empathy, how to say no, effective bargaining, extracting hidden information and a step-by-step effective bargaining.

# Customer Service

Duration (Pending)



As a member of the customer service, it is important to be the link between the customer and the company. Customer service is important as it can enhance the business. In the customer service module, it is important to understand the art of good service. How to provide good service both in person and on the telephone, dealing with tough and difficult customers, learning good habits and understanding hazards and trends in the customer service space.

# Personal Career Development

Duration 4 days



As people move through life, their needs will change. If an employee is stagnant in their job, they would become burdensome to the company. The multitalented employee will have an edge over those that restrict themselves to doing a single job. The module starts by examining how to write a curriculum vitae with a professional profile summary. In any job search, the covering letter is an important introduction to the candidate and it is also important to know how to come across as the best candidate in an interview. To help with personal career development it is important to set goals both personally and professionally. Learn to stand out from the crowd, improve interpersonal skills and lead and motivate others.

# Business Communication

Duration (Pending)



Being able to communicate in an office environment requires a set of specific skills. Written skills cover the various general writing techniques linked into the correct use of grammar, punctuation and what to avoid. Oral communication skills are used in a variety of settings from speeches, meetings, interpersonal, multicultural and graphic skills.